Purchase Card On-Line System (PCOLS)

Module III Training & FAQ

AGENDA

- Expectations
- Executive Overview
- EMMA
- AIM
- Frequently Asked Questions
  - Policy FAQs
  - EMMA FAQs
  - AIM FAQs
  - Data Mining / Risk Assessment FAQs

EXPECTATIONS

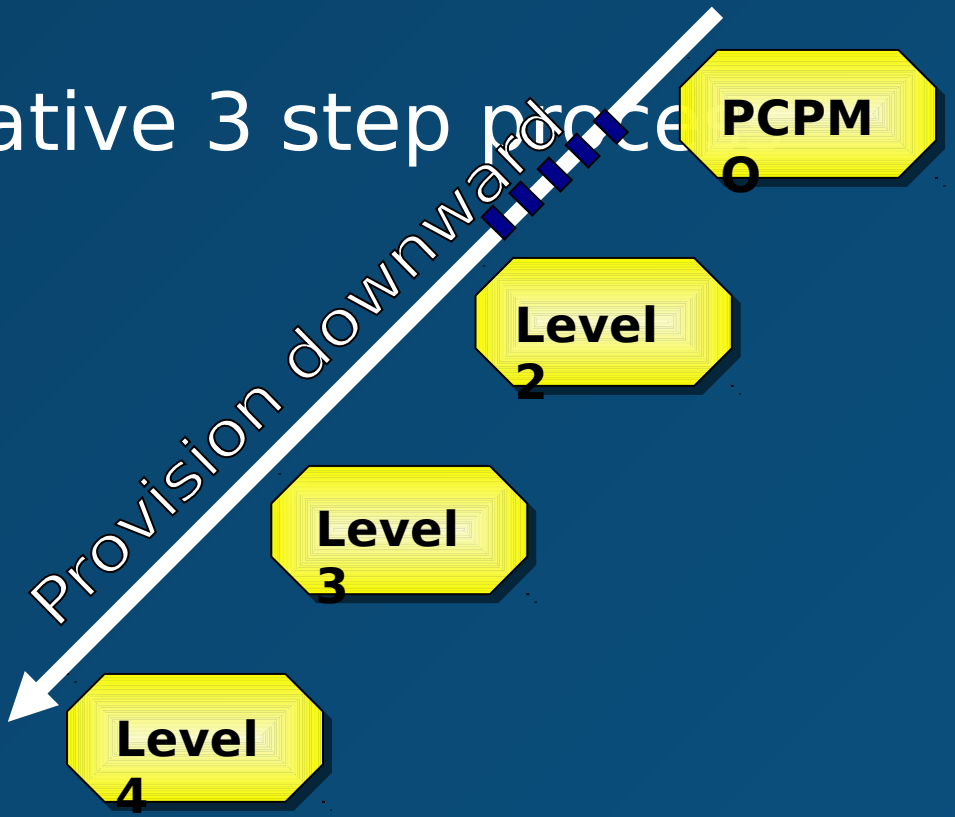
- Module III training will ...
  - Provide review of key concepts
  - Address specific issues of known interest

EXECUTIVE OVERVIEW

- Response to Congressional / GAO mandate
  - Improve internal management controls
  - Involve supervisors in management process
- A/OPCs are …
  - Key facilitators in disseminating PCOLS knowledge
  - Final approval authority prior to submission to bank
- PCOLS is a suite of automated applications that …
  - Electronically captures GPC hierarchy (EMMA)
  - Establishes work flow responsibilities (AIM)
  - Provides audit traceability (data mining / risk assessment)
- CAC enabled

EMMA

- Electronically captures GPC organization
- Provisioning … Iterative 3 step proce
  1. Create organization
  2. Create role within organization
  3. Populate role with a user
- Link person to role via CAC



Supervisors included in provisioning process.

AIM

- Purchase card management workflow tool
- Request and maintain:
  - Managing accounts
  - Cardholder accounts

Issue account
Cancel or suspend account
Update A/BO (primary and/or alternates)
Update purchase limits
Update organization name
Update training or required A/BO review dates

Issue account
Change in purchase limits
Change merchant category codes (MCC)
Track training
Cancel / suspend an account
Reactivate suspended account

- Acquisition and resource management involved … defined roles and responsibilities

Authorization Issuance and Maintenance of Accounts

PCOLS

Frequently Asked Questions

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POLICY FAQs

- What is the implementation timeline for PCOLS?
- How do I obtain help with a PCOLS problem? (2 slides)
- Do I still have to use Access On-Line if I am using PCOLS? Why?
- Are there any aspects of Access On-Line that are duplicative of PCOLS?
- How do I find all of my GPC organization members if they are not centrally located?
- What happens to my access / roles if I lose or replace my CAC?
- Is PCOLS NMCI Approved?
- Can we have CAC readers at home?
- Will we be able to bypass the approval hierarchy if someone is on leave, or in an emergent situation?

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POLICY FAQs (cont.)

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- What is the plan for leadership buy-in?

FAQs – TABLE OF CONTENTS

EMMA FAQs

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- How many users can be provisioned per role within a given EMMA organization?
- Do I have to include supervisors in my EMMA organization?
- How do I identify the proper supervisors to provision in EMMA?

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AIM FAQs

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- What is the difference between an Office Name and an Organization Name in AIM?
- As an A/OPC am I giving up control in my organization by using AIM?
- When establishing or maintaining CH or MA account, training certs or appointment letter documents will be needed. Does PCOLS have the ability to attach a document to send to the bank?
- Does an Email always accompany a task?
- What is the earliest a Managing Account can be established in PCOLS?

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DATA MINING FAQs

- Will I be able to complete audits and include comments in PCOLS of findings?
- How will PCOLS affect surveillances?
- Will PCOLS replace the NAVY Program Audit Tool (PAT) system?

POLICY FAQs

- What is the implementation timeline for PCOLS?

DoD Acquisition Technology & Logistics (AT&L) requires that PCOLS implementation must be complete across DoD by 4 January 2010. By this date, no cards will be issued unless through the PCOLS capability.

For components, under the cognizance of the Director of National Intelligence (DNI), the targeted deployment date is not later than January 3, 2011.

Please see the latest Memorandum for PCOLS dated November 19, 2008 by clicking the link below:

Nov 19, 2008 - PCOLS Memorandum

POLICY FAQs

How do I obtain help with a PCOLS problem?

There are multiple ways to obtain support for any PCOLS problem you might encounter.

1. PCOLS Module I / II / III training materials available.

2. DAU Community of Practice PCOLS site:

https://acc.dau.mil/CommunityBrowser.aspx?id=213561&lang=en-US

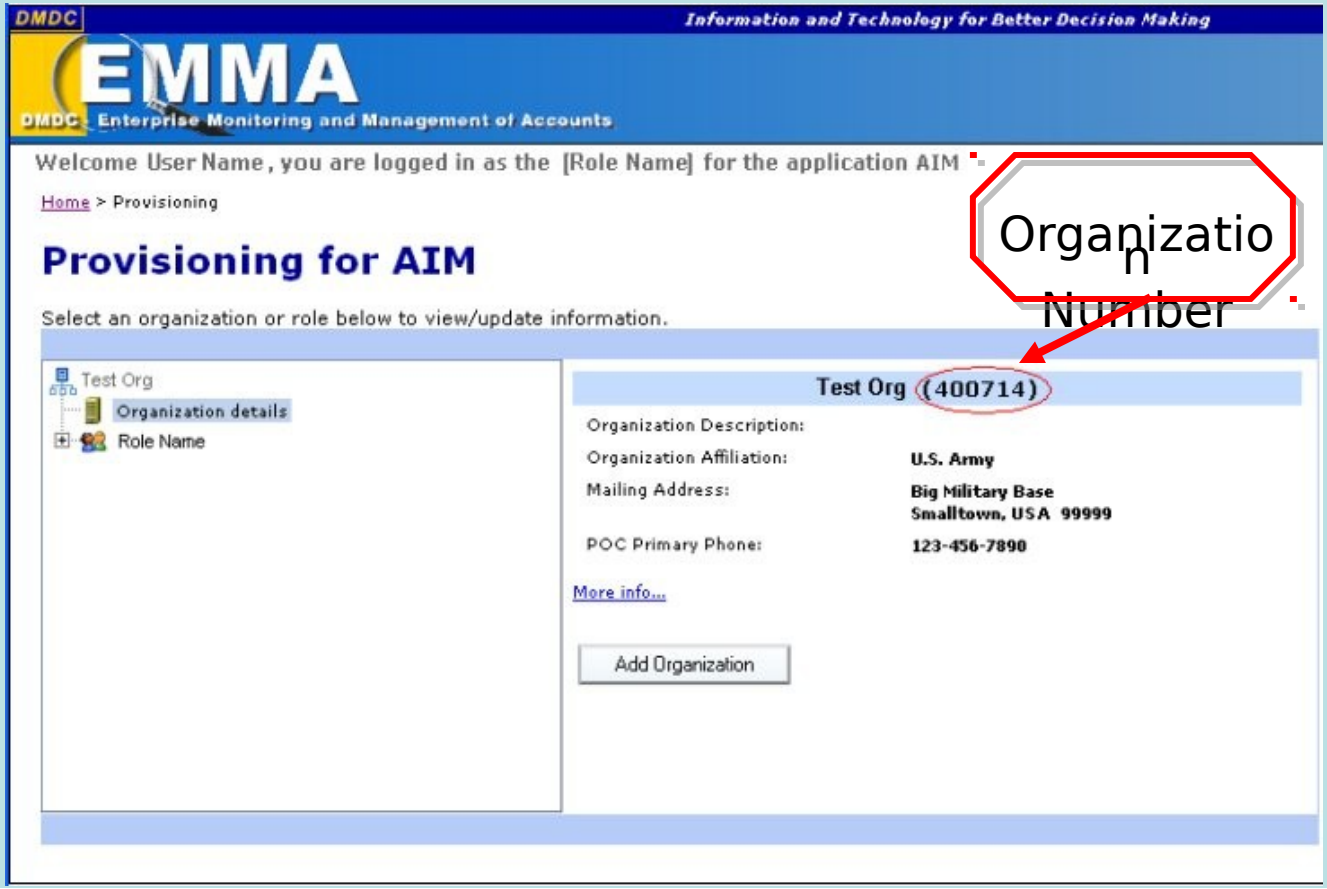
3. PCOLS EMMA and AIM User Guides available.

4. eBusiness Policy Support Center (eBPSC) is available 7am – 7pm ET by
   calling 1-877-376-5787 (1-877-ePOLSUPPORT) or
   via Email at defensepolicysupport@ebpsc.org .

5. Tip - Include organization number in all help desk

POLICY FAQs

- How do I obtain help with a PCOLS problem?


DMDC
Information and Technology for Better Decision Making
EMMA
DMDC Enterprise Monitoring and Management of Accounts
Welcome User Name, you are logged in as the [Role Name] for the application AIM
Home > Provisioning
Provisioning for AIM
Select an organization or role below to view/update information.
Organization Number
Test Org
Organization details
Role Name
Test Org (400714)
Organization Description:
Organization Affiliation: U.S. Army
Mailing Address: Big Military Base
Smalltown, USA 99999
POC Primary Phone: 123-456-7890
More info...
Add Organization

When contacting either the DMDC help desk or the eBPSC ensure that the organization number is available along with the callers name, contact information and a description of the problem. This will help expedite support directly to that location.

POLICY FAQs

- Do I still have to use Access On-Line if I am using PCOLS? Why?

Yes

PCOLS is used to manage the purchase card program from an account level, and encompasses issuance and maintenance workflows for Managing and Cardholder accounts.

Systems such as Access On-Line and Citidirect are used to look at transaction level details for purchase card accounts and provide functionality outside the scope of PCOLS.

POLICY FAQs

- Are there any aspects of Access On-Line that are duplicative of PCOLS?

Yes

However, as PCOLS implementation continues, the duplicity will be removed.

POLICY FAQs

- How do I find all of my GPC organization members if they are not centrally

In the case where there is already a GPC organizational structure in place use that structure. Ensure that the Cardholder, A/BO and A/OPC supervisors are included.

In the case where the GPC organizational structure has not been defined or two or more roles are occupied by a single individual, a comprehensive organizational hierarchy should be created prior to provisioning in EMMA.

POLICY FAQs

- What happens to my access / roles if I lose or replace my CAC?

Nothing

The link between your CAC identity and the established access and roles within EMMA and AIM are not affected if your CAC is lost or replaced. The unique identification of the new CAC is automatically associated to that of the old CAC within PCOLS.

POLICY FAQs

- Is PCOLS NMCI Approved?

Yes

PCOLS is certified for use within Navy Marine Corps Intranet (NMCI), the term "certification" refers to the process by which applications/systems are determined or made to be compatible with the NMCI network and its information assurance infrastructure.

POLICY FAQs

- Can we have CAC readers at home?

Your Choice

Many Department of Defense (DoD) organizations, utilizes the ActivCard USB Common Access Card (CAC) readers. The CAC readers in conjunction with the user's Smart Card enables access to DoD PKI-enabled websites and allows the user to send signed and encrypted email utilizing the DoD Public Key Infrastructure (PKI). If your Command is willing to provide the software and hardware you can gain access to PCOLS at home. However there is no overarching plan to install these readers in the homes of the users.

POLICY FAQs

- Will we be able to bypass the approval hierarchy if someone is on leave, or in an emergent situation?

No

PCOLS is designed so that each role has a level of accountability. PCOLS does not allow a workflow step to be bypassed.

To help facilitate leave of absence or emergent situations, PCOLS allows certain roles to assign a single individual called a surrogate. This surrogate can act on behalf of the person that is unable to perform their duties.

POLICY FAQs

- How will PCOLS be mandated to afloat units where bandwidth/internet burden

The PCPMO will work with the DoN to resolve the bandwidth issues.

POLICY FAQs

- What is the plan for leadership buy-in?

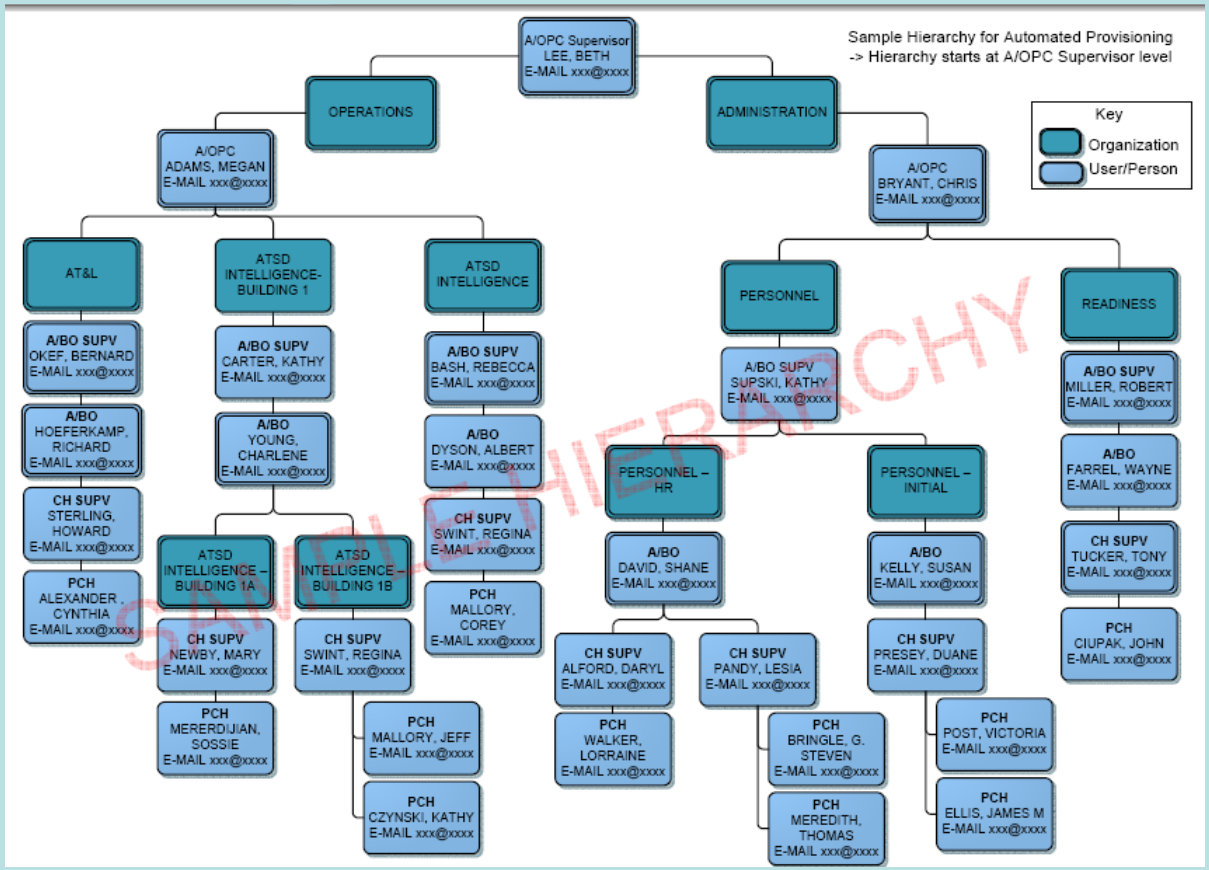
The PCPMO involves upper-level management in Senior Focus Groups, and IPTs to inform them of the updates on the program.

EMMA FAQs

- How should I structure my hierarchy in EMMA?

To the right is an example hierarchy structure that can be used to help develop your own hierarchy structure for your particular organization.

The eBusiness Policy Support Center can help guide you through the process of development.



EMMA FAQs

- How many users can be provisioned per role within a given EMMA organization?

EMMA currently allows for the following number of users per role within a given organization:

Level 2 =	10	Component RM =	10
Level 3 =	10	Major RM =	10
High A/OPC =	30	Intermediate RM =	10
A/OPC Supv =	30	Installation RM Supv =	1
A/OPC =	30	Installation RM =	1
A/BO Supv =	1		
A/BO =	100	RM Pool =	100
Cardholder Supv =	100		

EMMA FAQs

- Do I have to include supervisors in my EMMA organization?

Yes

Supervisors within the Government Purchase Card (GPC) organization have always been designated with the responsibility to provide supervisory oversight for their GPC organizations. However, too many audits and investigations revealed that supervisors were unaware of the actions GPC participants within their organizations and the status of their accounts.

PCOLS provides a level of rigor in the system to ensure that supervisors are involved to the degree required. The Cardholder Supervisor and A/BO Supervisor are necessary to ensure successful AIM workflow operations and possess responsibility for supervisory oversight within their GPC organizations.

EMMA FAQs

- How do I identify the proper supervisors to provision in EMMA?

The supervisor who conducts the performance appraisal for the cardholder, A/BO or A/OPC would be properly considered the PCOLS supervisor to be provisioned in EMMA.

AIM FAQs

- Where do I obtain verification that required training has been completed?

Currently, verification is accomplished by the A/OPC receiving the appropriate hardcopy certifications.

In the future it is anticipated that training certification from Defense Acquisition University (DAU) will be automatically linked to AIM.

AIM FAQs

- What is the difference between an Office Name and an Organization Name in AIM?

In AIM the Office Name is used to identify the Cardholder and Managing Accounts and the Organization Name can be imprinted on the Purchase Card.

AIM FAQs

- As an A/OPC am I giving up control in my organization by using AIM?

No

The A/OPC has final oversight and approval responsibility. In AIM the A/OPC reviews and approves all actions before releasing them to the bank.

AIM uses the EMMA-based purchase card hierarchy to assign specific responsibilities and work flow actions to designated roles within the GPC organization. In some organizations A/OPCs have traditionally accomplished all or most of these actions themselves. By distributing specific tasks to other GPC organization members an enhanced level of situational awareness and supervisory oversight can be attained, improving management control of the entire organization.

AIM FAQs

- When establishing or maintaining CH or MA account, training certs or appointment letter documents will be needed. Does PCOLS have the ability to attach a document to send to the bank?

No

PCOLS does not have the ability to attach a document to any transmission to the bank. You should keep a file copy of the letters of appointment or any other document.

AIM FAQs

- Does an Email always accompany a task?

Yes

An Email is the sole notification mechanism to alert individuals involved in the AIM work flow process that a task awaits their attention. Of note, there are occasions when a notification Email without an associated task is sent to involved individuals in the work flow process.

AIM FAQs

- What is the earliest a Managing Account can be established in PCOLS?

EMMA and AIM are fielded applications and once the GPC organization has been provisioned AIM is available for use.

DATA MINING / RISK ASSESSMENT FAQs

- Will I be able to complete audits and include comments in PCOLS of findings?

Yes

When the data mining/risk assessment piece of the system is completed, the users will be able to complete audits and include comments on the findings.

DATA MINING / RISK ASSESSMENT FAQs

How will PCOLS affect surveillances?

Surveillances will continue to be performed as done today, until the data mining/risk assessment piece of PCOLS has been fully deployed.

DATA MINING / RISK ASSESSMENT FAQs

- Will PCOLS replace the NAVY Program Audit Tool (PAT) system?

Yes

PCOLS will eventually replace PAT, when the data mining/risk assessment piece of PCOLS has been fully deployed.